



BellSouth Telecommunications, Inc.
333 Commerce Street, Suite 2101
Nashville, TN 37201-3300

guy.hicks@bellsouth.com

RECEIVED

July 26, 2002

Guy M. Hicks
General Counsel

615 214 6301
Fax 615 214 7406

TN REGULATORY AUTHORITY
DOCKET ROOM

VIA HAND DELIVERY

Hon. Sara Kyle, Chairman
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37238

Re: *BellSouth Telecommunications, Inc.'s Entry Into Long Distance
(InterLATA) Service in Tennessee Pursuant to Section 271 of
the Telecommunications Act of 1996*
Docket No. 97-00309

Dear Chairman Kyle:

Counsel for Covad has brought to our attention an inadvertent disclosure of a few proprietary numbers in Al Varner's Rebuttal Testimony. To address Covad's concern, BellSouth is resubmitting and replacing pages 85-87 of Mr. Varner's Rebuttal Testimony with the specific order numbers redacted. Under separate cover, BellSouth is filing a proprietary version of pages 85-87 of the testimony, where the proprietary numbers appear.

To be clear, BellSouth is not revising or modifying Mr. Varner's testimony at all. Rather, BellSouth is simply redacting a few numbers from the public version of the testimony to ensure that Covad's proprietary information is subject to the terms of the Protective Order in this proceeding.

Copies of the enclosed are being provided to counsel of record.

Very truly yours,

Guy M. Hicks

GMH:ch

cc: William Weber, Esquire
Covad Communications, Inc.

1 CLECs with its retail analogue comparison for 271 purposes. Also, the 10-day
2 average for Covad in March was based on only * * order and that order required
3 a dispatch to provision. The non-dispatch orders exceeded the retail analogue
4 with a 3.33-day average compared with the retail analogue of 3.62 days.
5

6 Q. MS. DAVIS STATES THAT BELL SOUTH REPORTED IN APRIL THAT AN
7 "ASTOUNDING" 20.00% OF COVAD'S LINE SHARED LOOPS HAD
8 TROUBLES WITH 30 DAYS OF INSTALLATION. AT THE SAME TIME,
9 BELL SOUTH REPORTED THAT IT'S RETAIL PERFORMANCE FOR THESE
10 LOOPS SHOWED REPEAT TROUBLES AT A RATE OF ONLY 2.74% WITHIN
11 30 DAYS. IS THERE ANY OTHER INFORMATION THAT NEEDS TO BE
12 INCLUDED WITH THIS ANALYSIS?
13

14 A. Yes. Ms. Davis fails to state that there were only a total of * * orders completed
15 in the prior 30 days that required a dispatch and only 1 of those Line Shared
16 Loops had a trouble reported. The retail analogue had over 1700 orders
17 completed in the previous 30 days with a total of 48 troubles reported during the
18 period, which accounted for the 2.74%. This "astounding" rate was based totally
19 on * * trouble report.
20

21 Q. ON PAGE 30 OF MS. DAVIS' TESTIMONY, SHE CLAIMS THAT BELL SOUTH
22 IS ABSOLUTELY NOT PROVIDING COVAD WITH PARITY TREATMENT FOR
23 MAINTENANCE AVERAGE DURATION. DO YOU AGREE?
24

25 A. No. As shown in item E.3.3.7.2 in Tennessee for April 2002, BellSouth met or

1 exceeded the retail analogue comparison as determined by the modified z-score
2 analysis. There were only a total of * * non-dispatched reports completed in
3 April for this measure for Covad. BellSouth also met the retail analogue
4 comparison for the dispatched reports in April 2002. BellSouth is committed to
5 provide parity of service to the CLECs with its retail analogue comparison for 271
6 purposes.
7

8 Q. MS. DAVIS STATES ON PAGE 30 OF HER TESTIMONY THAT FOR COVAD'S
9 TWO MOST IMPORTANT LOOPS FOR REACHING TENNESSEE SMALL
10 BUSINESSES, ISDN AND T-1 LOOPS, BELL SOUTH'S APRIL DATA FOR
11 TENNESSEE DEMONSTRATES SIGNIFICANT POOR PERFORMANCE FOR
12 COVAD: FOR ISDN LOOPS, BELL SOUTH'S CUSTOMERS HAD TROUBLE
13 WITH THEIR LOOPS APPROXIMATELY HALF AS OFTEN AS COVAD'S
14 CUSTOMERS, AND BELL SOUTH GAVE ITS OWN T-1 CUSTOMERS
15 SERVICE THAT WAS 156 TIMES BETTER THAN THE SERVICE THAT IT
16 GAVE TO COVAD'S CUSTOMERS WITH 50% OF COVAD'S CUSTOMERS
17 EXPERIENCING PROBLEMS DURING THE MONTH AS COMPARED TO
18 ONLY 0.32% OF BELL SOUTH'S CUSTOMERS. DO YOU AGREE WITH THIS
19 COMPARISON?
20

21 A. No. In April 2002, Covad customers reported * * troubles for the * * in-
22 service ISDN loops in Tennessee or a rate of 2.26%. The retail results for this
23 comparison indicated a rate of 1.27% for over 24,000 lines. There is a less than
24 1% difference in the report rate with all lines experiencing approximately 98%
25 trouble free service during the month of April 2002. For the 156 times better

1 service, Ms. Davis failed to include the fact the there was only 1 trouble reported
2 for the * * in-service T-1 lines in Tennessee in April for Covad. Also, since the T-
3 1 lines were not included in the maintenance disaggregation, there is no retail
4 analogue comparison for this product. Ms. Davis chose to use the Other Design
5 product as the retail analogue for her comparison. The Other Design retail
6 analogue has over 434,000 circuits in the retail analogue compared with the * *
7 Covad T-1 lines. The large number of circuits in the retail analogue compared
8 with the * * circuits in the Covad comparison accounts for the 156 times better
9 service calculation in her analysis.
10

11 Q. MR. TIMMONS CLAIMS ON PAGE 40 OF HIS TESTIMONY THAT BELL SOUTH
12 CONTINUES TO BE NON-COMPLIANT WITH ITS SQM, DO YOU WISH TO
13 COMMENT?
14

15 A. Yes. BellSouth continues to provide excellent service to the CLECs in
16 Tennessee. In March 2002, BellSouth met or exceeded 88% of all measures
17 and excluding FOC & Reject Response Completeness - Multiple Responses,
18 met 91% of all sub-metrics during the month. As recognized by the FCC in all of
19 their 271 approvals, these service levels meet or exceed the acceptable rate for
20 CLEC parity.
21

22 Q. DOES MR. TIMMONS' ANALYSIS OF THE TRENDS IN BELL SOUTH'S
23 PERFORMANCE ON PAGE 41 AND 42 TELL THE CORRECT STORY?

24 A. No. First, Mr. Timmons disregards the level of service that is being provided in
25 his analysis. He also uses a straight up comparison of the results rather than

CERTIFICATE OF SERVICE

I hereby certify that on July 26, 2002, a copy of the foregoing document was served on the parties of record, via hand delivery, facsimile, overnight or US Mail, addressed as follows:

- ☐ Hand
- ☐ Mail
- ☐ Facsimile
- ☐ Overnight
- ☒ Electronic

H. LaDon Baltimore, Esquire
Farrar & Bates
211 Seventh Ave. N, # 320
Nashville, TN 37219-1823
don.baltimore@farrar-bates.com
for Qwest (fka LCI), Intermedia,
KMC Telecom III and V

- ☐ Hand
- ☐ Mail
- ☐ Facsimile
- ☐ Overnight
- ☒ Electronic

Charles B. Welch, Esquire
Farris, Mathews, et al.
618 Church Street, #300
Nashville, TN 37219
cwelch@farrismathews.com
for Time Warner and New South

- ☐ Hand
- ☐ Mail
- ☐ Facsimile
- ☐ Overnight
- ☒ Electronic

Henry Walker, Esquire
Boult, Cummings, et al.
P. O. Box 198062
Nashville, TN 37219-8062
hwalker@boultcummings.com
for XO Communications, ICG,
ACSI (e.spire), Brooks Fiber,
SECCA and US LEC

- ☐ Hand
- ☐ Mail
- ☐ Facsimile
- ☐ Overnight
- ☒ Electronic

Dulaney O'Roark, Esquire
MCI WorldCom, Inc.
Six Concourse Pkwy, #3200
Atlanta, GA 30328
de.oroark@wcom.com

- ☐ Hand
- ☐ Mail
- ☐ Facsimile
- ☐ Overnight
- ☒ Electronic

David Eppsteiner
AT&T
1200 Peachtree St., NE, #4068
Atlanta, GA 30367
eppsteiner@att.com
for AT&T and TCG MidSouth

☐ Hand
☐ Mail
☐ Facsimile
☐ Overnight
☒ Electronic

☐ Hand
☐ Mail
☐ Facsimile
☐ Overnight
☒ Electronic

☐ Hand
☐ Mail
☐ Facsimile
☐ Overnight
☒ Electronic

☐ Hand
☐ Mail
☐ Facsimile
☐ Overnight
☒ Electronic

☐ Mail
☒ Electronic

☐ Hand
☐ Mail
☐ Facsimile
☐ Overnight
☒ Electronic

Enrico C. Soriano
Kelley, Drye & Warren
1200 19th St., NW, #500
Washington, DC 20036
esoriano@kelleydrye.com
for XO Communications

James Wright, Esq.
United Telephone - Southeast
14111 Capitol Blvd.
Wake Forest, NC 27587
james.b.wright@mail.sprint.com
for Sprint Communications, LP

Guilford Thornton, Esquire
Stokes & Bartholomew
424 Church Street
Nashville, TN 37219
gthornton@stokesbartholomew.com
for BSLD

Donald L. Scholes
Branstetter, Kilgore, et al.
227 Second Ave., N.
Nashville, TN 37219
dscholes@branstetterlaw.com
for CWA

Andrew O. Isar, Esquire
ASCENT
7901 Skansie Ave., #240
Gig Harbor, WA 98335
aisar@millerisar.com
for ASCENT

Jon E. Hastings, Esquire
Boult, Cummings, et al.
P. O. Box 198062
Nashville, TN 37219-8062
jhastings@boultcummings.com
for MCI WorldCom

☐ Hand
☐ Mail
☐ Facsimile
☒ Overnight
☒ Electronic

☐ Hand
☐ Mail
☐ Facsimile
☐ Overnight
☒ Electronic

☐ Hand
☐ Mail
☐ Facsimile
☐ Overnight
☒ Electronic

☐ Hand
☐ Mail
☐ Facsimile
☐ Overnight
☒ Electronic

☐ Hand
☐ Mail
☐ Facsimile
☐ Overnight
☒ Electronic

☐ Hand
☐ Mail
☐ Facsimile
☐ Overnight
☒ Electronic

Andrew Klein, Esquire
Kelley, Drye & Warren
1200 19th St., NW
Washington, DC 20036
aklein@kelleydrye.com
for KMC Telecom

John McLaughlin, Jr.
KMC Telecom
1755 North Brown Road
Lawrenceville, GA 30043
john.mclaughlin@kmctelecom.com

D. Billye Sanders, Esquire
Waller Lansden, et al.
P. O. Box 198866
Nashville, TN 37219-8966
bsanders@wallerlaw.com
for SBC Telecom

Susan Berlin, Esquire
MCI Worldcom, Inc.
Six Concourse Pkwy, #3200
Atlanta, GA 30328
susanberlin@wcom.com

Russell Perkins, Esquire
Consumer Advocate Division
P. O. Box 20207
Nashville, TN 37202
russell.perkins@state.tn.us

Nanette S. Edwards, Esquire
ITC^DeltaCom
4092 South Memorial Parkway
Huntsville, AL 35802
nedwards@deltacom.com